

Healthcare Guide for Veterans



April 2011 Edition



1700 South Lincoln Avenue, Lebanon, Pennsylvania 17042
717.272.6621 or 1.800.409.8771 www.lebanon.va.gov

Please fill in the information below after you are assigned a Primary Care Team.

You are part of a primary care team taking care of your health. Your primary care team is located either at the VA Medical Center in Lebanon, or at one of the Community Based Outpatient Clinics (CBOCs).

Your primary care team is located at _____.

The name of your Primary Care Provider (PCP) is _____.

Each primary care team also has a nurse and a clerk to help you.

If your Primary Care Team is located at the Lebanon VAMC, you are a member of the

_____ Team.

(color)

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Medical Center Director's Welcome



Welcome to the Lebanon VA Medical Center.

Thank you for choosing us as your health care provider.

This guide was created to better assist you with understanding how to access your benefits and to provide you with a reference of available services. I have included several pages containing important phone and fax numbers to assist you with contacting various departments, as well as a map of our Lebanon campus. I hope that you will find this publication to be a beneficial resource that answers many of your questions and assists you with care here at the VA Medical Center.

The Lebanon VA Medical Center consists of our main campus, located in Lebanon, PA, along with six satellite Community Based Outpatient Clinics (CBOCs) strategically placed within the surrounding communities of Camp Hill, Frackville, Lancaster, Pottsville, Reading and York. Our clinics offer expanded hours, and several offer enhanced and expanded services which include eye care, audiology, podiatry, prosthetics and physical rehabilitation in order to better serve your health care needs closer to your home. If you are interested in transferring your care to one of these clinics, contact Primary Care at 1-717-272-6621, ext. 4169 or 1-800-409-8771, ext. 4169.

The Lebanon VA Medical Center provides care to almost 43,000 Veterans residing within 13 counties in Central Pennsylvania with over 382,000 outpatient visits, more than 101,000 visits for Specialty Care, and over 40,000 appointments for Behavioral Health Care.

The Lebanon VA Medical Center has the distinction and honor of being recognized nationally within VA and by various oversight and private accreditation organizations, as the “Best of the Best.” Veteran inpatient and outpatient care surveys, as well as employee satisfaction surveys, continually rank this facility as one of the top 10 VA facilities in the nation. In fact, your Lebanon VA Medical Center is ranked #8 nationally among all VA healthcare facilities for Overall Inpatient Quality, #2 for Provider Wait Times and #7 nationally for Overall Outpatient Quality in the most recent national Veterans Satisfaction Report.

Once again, thank you for choosing us to provide your care. It is an honor and privilege to care for and serve America's Veterans.

We look forward to serving you.

Robert W. Callahan, Jr.

Director, Lebanon VA Medical Center

Introduction to Your VA Healthcare Benefits

Welcome to the Lebanon VA Medical Center. We are committed to providing you with quality health care. We want to meet your health care needs by helping you to avoid illness through prevention and wellness programs and services.

This handbook covers many of the health care services available to you. It explains what you are eligible for, how to apply for and use your health care benefits, and what to do if you have a problem. This information is current as of the time of publication, but may change as a result of law and/or regulation. Lebanon VA staff will do their best to keep you informed of these changes.

Veterans Identification Card

Your VA card is your passport to VA health services. Carry it in your wallet and bring it each time you come to the clinic.

Please contact Enrollment Office (1-800-409-8771, Ext. 6000) so that we can make all of the necessary changes to update your electronic medical record if you have changed your:

- Address
- Telephone number
- Healthcare insurance
- Any other demographic information



If you have not been seen by your Primary Care Provider within 12 months, you will be contacted asking if you wish to continue your medical care with us.

Enrollment

How to Apply for VA Health Care

To receive VA health care benefits, most Veterans need to enroll. You can apply at any time by completing a form called VA Form 10-10EZ. You can receive this form by:

- Visiting or calling the nearest VA health care facility, Veterans Benefits Office, or County Veterans Service Officer
- Calling Veterans Health Administration (national) toll free at **1-877-222- VETS (8387)**
- Visiting the Web, download the form at:
<https://www.1010ez.med.va.gov/sec/vha/1010ez/>

When enrolling for VA health care, you will need:

- Completed Signed Application
- DD214/Discharge Papers
- Copies of Health Insurance Cards

Explanation of important and often forgotten information required to complete the application:

- Next of Kin/Emergency Contact Information: **Page 1, #17 & #18: Complete** Address/ Telephone Number and what relation they are to you; i.e., spouse, son, daughter, friend, etc.
- Employment Information: **Page 2, Section III: Complete** Company Name/Address/ Telephone Number
- Dependent Information: **Page 3, Section VII:** Spouse/Children Social Security Number(s) and Dates of Birth
- Financial Information:
 - **Section VIII Gross Income:** Income can be retrieved from prior year's tax return or appropriate source
 - **Section IX Deductible Expenses: Medical includes: Health, Eye and Dental for Self and Dependents** (Tally all: Insurance Premiums, Co-Pays, Medication Expenses, **ANY** "out of pocket" expenses, including glasses and dental expenses)
 - **Section X – Previous Calendar Year Net Worth:** Market Value of Land and Buildings (does not include your primary home) and Value of Property/Assets (does not include household effects or vehicles)

Once you have completed and signed the 10-10EZ, mail or return the original application with a copy of the **materials described on page 6** to the Lebanon VA Medical Center at:

**Lebanon VA Medical Center
1700 South Lincoln Avenue
Lebanon, PA 17042**

Once your application is received, our enrollment specialists review your military service record to determine your benefit eligibility. The results are sent to you in writing. You will be assigned to a priority group based on your specific eligibility status, income, and service information you provided on the 10-10EZ form.

Your enrollment information is reviewed each year or whenever you have a life change. Your ability to remain enrolled in VA may depend on the funding that VA receives from Congress to provide your care. You will be notified in writing if VA cannot renew your enrollment for another year.

Veterans Who Do Not Need to Enroll

There are three groups of Veterans that are not required to enroll. However, we suggest that enrollment will improve our ability to serve you better.

1. Veterans with a service-connected disability (**a disability that the military has determined was caused by or made worse in the line of duty**) of 50 percent or more.
2. Veterans who have been discharged within the past 12 months who are seeking care for a service-connected disability that has not yet been rated by VA.
3. Veterans seeking care for a service-connected disability only.

Priority Groups

The number of Veterans who can be enrolled in the healthcare program is determined by the amount of funding Congress gives VA each year. VA prioritizes enrollment.

Once you apply for enrollment, your eligibility will be evaluated. Based on your evaluation, you will be assigned a priority group. The priority groups range from groups 1-8. Group 1 has the highest priority to be enrolled first. Some Veterans may have to agree to pay co-payments to be placed in certain groups.

You may be eligible for more than one enrollment priority group. If this happens, VA will always place you in the highest priority group for which you are eligible.

The priority groups are complicated and there may also be some financial limitations. Talk to someone in the Veterans Business Center if you are unsure of your priority group.

What is a VA Service-Connected Rating?

A service-connected rating is an official ruling by VA that your illness/condition is directly related to your active military service. Service-connected ratings are established by VA Regional Offices located throughout the country. In addition to compensation and pension ratings, VA Regional Offices are also responsible for administering educational benefits, vocational rehabilitation, and other benefit programs, including home loans. To obtain more information or to apply for any of these benefits, contact your nearest VA Regional Office at 1-800-827-1000.

Priority Group 1

- Veterans with VA-rated service-connected disabilities of 50 percent or more
- Veterans who VA has determined to be unemployable because of a service-connected disability

Priority Group 2

- Veterans with VA-rated service-connected disabilities of 30-40 percent

Priority Group 3

- Veterans who are former prisoners of war (POWs)
- Veterans awarded a Purple Heart medal
- Veterans whose discharge was for a disability that was caused or made worse in the line of duty

Priority Groups

- Veterans with VA-rated service-connected disabilities of 10-20 percent
- Veterans who have been awarded special eligibility classification under Title 38, U.S.C, Section 1151, “benefits for individuals disabled by treatment or vocational rehabilitation”

Priority Group 4

- Veterans who are receiving Aid and Attendance or Housebound Benefits from VA
- Veterans who have been determined by VA to be catastrophically disabled

Priority Group 5

- Veterans who have no service-connected disability or who are rated 0 percent disabled and are not eligible for compensation, whose annual income and net worth are below VA national income limitations
- Veterans receiving VA pension benefits
- Veterans eligible for Medicaid programs

Priority Group 6

- World War I Veterans
- Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki
- Project 112/SHAD participants
- Currently enrolled Veterans and new enrollees who were discharged from active duty on or after January 28, 2003, are eligible for the enhanced benefits for 5 years after discharge

Priority Group 7

- Veterans with income and/or net worth above VA national income limits and geographic income limits who agree to pay co-payments

Priority Groups

Priority Group 8

- Veterans with income and/or net worth above VA national income limits and geographic income limits who agree to pay co-payments
- **Subpriority a:** 0 percent service-connected Veterans who are not eligible for compensation, enrolled as of January 16, 2003, and who have remained enrolled since that date
- **Subpriority c:** Non-service-connected Veterans enrolled as of January 16, 2003, and who have remained enrolled since that date
- **Subpriority e**:** 0 percent service-connected Veterans who are not eligible for compensation, applying for enrollment after January 16, 2003
- **Subpriority g**:** Non-service-connected Veterans applying for enrollment after January 16, 2003

**** NOTE:** Veterans assigned to Priority Group 8e or 8g are not eligible for enrollment as a result of the restrictions which suspended enrolling new high-income Veterans who apply for care after January 16, 2003. Veterans enrolled in Priority Groups 8a or 8c will remain eligible for the full range of VA health care benefits.

Special Access to Care

Service Disabled Veterans

Veterans who are 50 percent or more disabled from service-connected conditions, unemployable due to service-connected conditions, or receiving care for a service-connected disability, will receive priority scheduling of hospital or outpatient appointments.

Combat Veterans

Veterans who served in combat locations during active military service after November 11, 1998, are eligible for free health care services for conditions possibly related to combat service for 5 years following separation from active duty.

For additional information call **1-877-222-VETS (8387)**.

Combat-Related Programs

OEF/OIF/OND (Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn)

If you are a recently discharged Veteran with service in a theater of combat operations, VA can provide you with free care for 5 years from your discharge from active duty for conditions possibly related to your service, regardless of your income status.

For information, please visit or contact:

Lebanon VA Medical Center
Building 18, Room 302,
Call 1-717-272-6621 ext. 5954
or 1-800-409-8771 ext. 5954

Check with the OEF/OIF/OND Program office at ext. 5954 for any additional combat-related programs, including services offered at the Harrisburg, PA and Lancaster, PA Vet Centers.

Vet Center Services

The Vet Center is a community-based VA program that offers a wide range of counseling services free of charge to Veterans who served in war zones and to their families. **Eligibility eras range from World War II through the conflicts in Afghanistan and Iraq.** Services include individual, couples, family, and group counseling for post-war adjustment issues. Counseling is also offered for victims of military sexual trauma. Bereavement counseling is available for families of a service person who died while on active duty. The Vet Center will also provide information about VA benefits and referral to other community agencies.

To contact your local Vet Center directly, call:

Harrisburg Vet Center Services
Marian Bova, Team Leader
1500 N. Second Street, Suite 2
Harrisburg, PA 17102
Voice: 1-717-782-3954
Fax: 1-717-782-3791

Lancaster Vet Center Services
Joann Thompson, Team Leader
1817 Olde Homestead Lane, Suite 207
Lancaster, PA 17601
Voice: 1-717-283-0735

Combat Veterans

Who is Eligible for Combat Veteran Services?

Veterans, including activated Reservists and members of the National Guard, are eligible if they served on active duty in a theatre of combat operations after November 11, 1998, and have NOT been discharged under dishonorable conditions.

Documentation used to determine service in a theater of combat operations can include any of the following:

- Military service documentation that reflects service in a combat theatre
- Receipt of combat service medals
- Receipt of imminent danger or hostile fire pay or tax benefits

Dental Care

Eligibility for VA dental benefits is based on very specific guidelines and differs significantly from eligibility requirements for medical care. Combat Veterans may be authorized for dental treatment as reasonably necessary for the one-time correction of dental conditions if:

- They served on active duty and were discharged or released from active duty under conditions other than dishonorable from a period of service not less than 90 days
and
- The certificate of discharge or release does not bear a certification that the Veteran was provided, within the 90-day period immediately before the date of such discharge or release, a complete dental examination (including dental x-rays and all appropriate dental service and treatment indicated by the examination to be needed)
and
- Application for VA dental treatment is made within 180 days of discharge or release

**For more information on VA Dental Benefits, contact Fee Basis at:
1-717-272-6621 or 1-800-409-8771 extension 4607**

Income Verification

By law, VA is required to verify the gross household income (Veteran, spouse and dependents, if any) of certain Veterans to evaluate their eligibility for VA health care, co-payment requirements, and enrolled priority group assignment.

VA verifies a Veteran's gross household income through something called a financial assessment (Means Test). This financial information is verified by matching financial records maintained by the Internal Revenue Service (IRS) and the Social Security Administration (SSA). If the Veteran's gross household income is higher than the established VA national means limitations, the Veteran will be contacted via mail.

Financial Assessment (Means Test)

You must complete a financial assessment (Means Test) each year. This assessment is based on the previous year's income, assets, and debts. This information is used to determine your co-payment. You can agree to make co-payments without providing any financial information. If you indicate this on your application form, you will automatically be put into a co-payment category.

If you do not complete the Means Test or do not agree to make the co-payments, you will NOT be eligible for VA health care.

Co-Payments

Certain priority groups are required to make co-payments for their care. Generally, you will be charged only one co-payment on a single day based on the highest level of service provided that day, regardless of the number of clinical visits in that day. If you are an outpatient who has both a specialty care visit as well as a basic care visit on the same day, you will be charged for the specialty care visit since it is the more expensive level of care.

Veterans who qualify under special eligibility/special access to care are not subject to co-payment requirements for conditions potentially related to their combat service.

Financial/Co-Payments

Services Exempt from Inpatient and Outpatient Co-Payments

- Specialty registry examinations offered by VA to evaluate possible health risks associated with military service
- Counseling and care for military sexual trauma
- Compensation and pension examinations requested by the Veterans Benefits Administration (VBA)
- Care that is part of a VA-approved research project
- Care related to a VA-rated service-connected disability
- Readjustment counseling and related mental health services for Post Traumatic Stress Disorder (PTSD)
- Care for cancer of head or neck caused from nose or throat radium treatments given while in the military
- Publicly announced VA public health initiatives (such as health fairs)
- Care related to service for Veterans who served in combat or against a hostile force during periods of hostilities after November 11, 1998
- Laboratory services, such as flat film radiology services and electrocardiograms
- Preventive screenings (hypertension, hepatitis C, tobacco, alcohol, colorectal cancer, etc.)
- Immunizations, such as influenza (flu) and pneumococcal (pneumonia)

Medication Co-Payments

As part of your VA health care, outpatient prescription medications are available. In most cases, a co-payment is required for prescriptions if they are not for treatment of a service-connected condition.

Hardship Determinations & Waivers

Requests for hardship evaluation may be made based on a change in your financial situation (loss of job, retirement, etc.). Hardship requests only apply to future charges (not to current balances for your VA care). To request consideration for hardship, a current financial Means Test should be on file. A review of your request **may** result in a change to your eligibility or may impact your co-payment status. **Hardship considerations do not apply to prescription co-pays.**

If you are financially unable to pay for care, you may request a waiver. A waiver applies only to co-payments currently owed (from the last 180 days).

To request a waiver, a current financial Means Test must be on file. Waivers do not apply to the following:

- Co-pay charges related to an emergent or humanitarian visit
- Charges related to inpatient per diem for hospital or nursing home care

For more information about Hardship Determinations or Waivers, call the Customer Service line at 1-717-272-6621 or 1-800-409-8771 ext. 4041 or ext. 4499.

Health Insurance

VA needs to know about your health insurance. VA encourages you to maintain any health insurance plans you currently hold. VA bills private insurance companies for all non-service-connected care you receive. VA does not bill insurance companies for treatment of service-connected conditions.

You do not have to pay any balances that are not covered by your insurance carrier. Many insurance companies apply VA health care charges toward the satisfaction of your annual deductible.

Your co-payments may be offset by the payments we receive from your insurance company. Your current insurance status (insured or uninsured) has no bearing on your VA health care benefits. You are eligible for care regardless of your current insurance status.

CAUTION: Before cancelling coverage, enrolled Veterans should carefully consider the following risks:

- Non-Veteran spouses and other family members generally do NOT qualify for VA health care
- If participation in Medicare Part B is cancelled, it cannot be reinstated until January of the next year and there may be a penalty for reinstatement

Private Health Insurance Billing

VA is required to bill private health insurance providers for medical care, supplies and prescriptions provided for treatment of a Veteran's non-service-connected conditions. Generally, VA cannot bill Medicare, but can bill Medicare supplemental health insurance for covered services.

All Veterans applying for VA medical care are required to provide information about their health insurance coverage, including coverage provided under policies of their spouses. Veterans are not responsible for paying any remaining balances on VA's insurance claims not paid or covered by their health insurance, and any payment received by VA may be used to offset a Veteran's VA co-payment responsibility. You will need to verify the status of your health insurance at each patient visit. Since collections received from insurance companies help supplement the funding available for providing services to Veterans, patients are asked to cooperate by disclosing all relevant health insurance information.

Dual Care

If you are a Veteran who is receiving care from both a VA provider and a non-VA provider, it is important for your health and safety that your care be coordinated into one treatment plan (co-managed care). Your VA and non-VA provider(s) should communicate about your health status, medications, treatments, and diagnostic tests.

When requesting services or medications that have been recommended by your non-VA provider, it is important that you bring along the necessary documentation to support the request.

The necessary documentation might include, but is not limited to:

- A signed note from your non-VA provider that explains the treatment and/or testing you are requesting, and the condition that requires this treatment and/or testing.
- A copy of your non-VA provider's discharge note if you were recently treated in a community hospital.
- A copy of the recent test results that explain why your non-VA provider has suggested the treatment and/or testing.
- A list of the medications and medication dosages that your non-VA provider is currently prescribing.
- The telephone number and address of your non-VA provider.

This information should be brought with you to your VA appointment. If you have any questions, call your VA health care provider prior to coming in for your visit to make sure you have the proper information. Please understand that it is the responsibility of your VA provider to use his/her own clinical judgment to decide what medical treatment, test(s) and medications are appropriate and necessary.

Medications & Prescriptions

As an enrolled patient in VA health care, you can receive medications and medical supplies that are prescribed by your VA provider. Medications are prescribed from an approved list of medications called a formulary. The complete list of formulary medications can be found at:

<http://www.pbm.VA.gov/nationalformulary.aspx>.

In order to receive medication from VA, your VA provider must treat you and prescribe your medication. If you have a prescription written by a non-VA provider, you should make an appointment with your VA provider to evaluate your condition and decide if your non-VA provider's prescription should be continued. Your VA provider may not always prescribe the same medication. VA is not allowed to fill prescriptions written by your community provider.

A co-payment may be required for medications to treat non-service-connected conditions.

Refills

How to get your VA prescription refills from the VA Pharmacy Service:

Refills must be ordered by the patient.

Refills are not sent automatically.

When should I order my refills?

To be sure that you always receive your medication supply on time, place your order for refills as soon as you receive your supply of medication. Do not wait until you are almost out of medicine to reorder. You can never order refills too early, but you can order too late and risk running out of your medications when you need them. NOTE: If you are told to stop taking a medication, tell your VA provider to discontinue it so that any refills that are scheduled to be sent to you are stopped.

You can choose from three different ways (below) to get your prescription refills, but please do not request refills by calling the Pharmacy.

To Request Refills by Computer *(the fastest way)*

To request your prescription refills through the Internet:

Go to: www.myhealth.va.gov

1. Complete the one-time online registration form in the My HealthVet web site to create a user ID and password. Make sure that you have registered as a "VA Patient" where you are asked your relationship to the VA.

Medications & Prescriptions

2. Once you are registered in the web site, you may request your VA prescription refills by logging in to your account and clicking on “PHARMACY” then “RX REFILL” then “Refill Prescriptions.”
3. Using the active prescription number(s), check the boxes on the right for the medications that you want refilled. Click the red “SUBMIT REFILLS” button at the bottom of the screen. Review your online prescription list to be sure that your request was approved.

To Request Refills by Telephone—24 hours a day, 7 days a week, using the Automated Refill System

To request your prescription refills by using your touch-tone telephone:

1. Call **717-272-6621** or **800-409-8771**
2. Press 3 for medication or pharmacy needs.
3. Press 1 to access the automated refill line.
4. When prompted, enter your full Social Security number followed by the # button on your telephone.
5. Press 2 for pharmacy prescription options.
 - Press 1 for refills, then,
→ Enter your seven-digit prescription number, followed by the # button.
(If your prescription number has a letter in it, DO NOT enter the letter.)

You may also. . .

- Press 2 to check the status of your prescription, then,
→ Enter your seven digit prescription number, followed by the # button.
(If your prescription number has a letter in it, DO NOT enter the letter.)
- Press 3 for medication information
- Press 8 to speak to a pharmacy representative if you have questions about your prescription than cannot be answered using any of the above options.

If you get a message that the prescription number does not match the Social Security number, press 8 to speak to Pharmacy staff.

6. You may enter as many prescription numbers as you need to reorder in the same phone call.

Allow at least 10 days for delivery.

Medications & Prescriptions

To speak with a pharmacy representative:

- Call **717-272-6621** or **800-409-8771**
- Press 3 for medication or pharmacy needs
- Press 2 to speak with a pharmacy representative

Please do not request refills by calling the Pharmacy.

To Request Refills by Mail

To request your prescription refills by using your refill slips:

With each prescription that you can have refilled, you will receive a “Refill Slip.” You can mail this slip to the pharmacy. A mailing label should have been provided with your prescription. If you do not have a label, mail the refill slip to:

**Lebanon VAMC
Pharmacy Service (719)
1700 S. Lincoln Ave.
Lebanon PA 17042**

If you cannot find the Refill Slip, write the following information on a piece of paper:

- Your full name
- The last 4 digits of your Social Security number
- The name of the medication that is printed on the prescription label of the medication that you want refilled
- Your statement that you are requesting a refill.

Mail the paper to the Lebanon VAMC pharmacy address above.

You may also drop your refill slip off in designated drop-off boxes throughout the Lebanon VA Medical Center. However, pharmacy policy does not allow for the processing of refills while you are waiting.

If you have no refills left . . .

If the label on your prescription container states “No Refills” or “No Refills Left,” or if your prescription has expired, DO NOT call your provider. Call the Telephone Liaison Care (TLC) nurse at **1-717-272-6621 ext. 6041** or **1-800-409-8771 ext. 6041** and ask to have your prescription renewed. Be sure to tell the nurse how much medication you have left.

Medications & Prescriptions

Picking Up Medications from the Pharmacy at the Lebanon VAMC:

The Hospitality Area (“Living Room”) on the first floor of Building 17 at the Lebanon VA Medical Center has a Pharmacy Prescription Ticket Machine to be used by patients who are picking up medications. The ticket machine has four labeled buttons; the patient is to press the button that applies.

- **Pink Permission Slip** is to be pressed by patients who have a pink permission slip
- **Green Security Form** is to be pressed by patients who have a green security form
- **Clinic Visit** is to be pressed by patients who have just come from a clinic visit and need to pick up medications ordered at that visit
- **Other** is to be pressed if none of the other buttons applies

A numbered ticket will be dispensed by the machine. When the ticket number is announced on the lighted signboard and over the loudspeaker, the patient may pick up the prescription at the pharmacy counter.

If you need to speak with a pharmacist, pharmacy staff is available by telephone 8:00 a.m. to 5:30 p.m. Call **1-717-272-6621** or **1-800-409-8771**, and ask for ext. **6009** or **6010**.

New Medications

How to get new medications from the VA Pharmacy Service:

When a VA provider enters a new prescription, it will be filled and sent to the patient.

Can the VA fill a prescription written by my non-VA provider?

VA pharmacies cannot fill a prescription written by a non-VA provider. To obtain a new medication through the VA:

- Have your non-VA provider fax to your VA Primary Care clinic both the prescription and a progress note that states the reason that the medication is being prescribed, or bring the prescription and the non-VA provider’s statement with you to your VA appointment. (See pages 44 and 46 for the VA clinics’ fax numbers.)
- Your VA provider will review the non-VA records and the prescription.
- If your VA provider agrees that the medication is needed and is the best choice for your condition, he or she will order a prescription that can be filled by the VA pharmacy, or you will be offered another medication as a substitute.
- If you have any questions about your prescriptions written by non-VA providers, call the TLC nurse at 717-272-6621 ext. 6041 or 800-409-8771 ext. 6041.

If you need the medication immediately, get a short-term supply of the prescription filled at your local pharmacy at your own expense, or ask your non-VA provider for samples.

Primary Care

Choosing A Community Based Outpatient Clinic (CBOC)

When you enroll in VA health care and live at a distance from the Lebanon VA Medical Center, you will be asked to choose a Community Based Outpatient Clinic (CBOC). A CBOC is an outpatient clinic where you will meet with your primary care provider for the majority of your primary medical care. You can choose your CBOC based on the location that is most convenient for you. If your primary care provider feels that you need care that cannot be provided at the CBOC, you may be referred to the Lebanon VA Medical Center for additional testing or to be seen by other specialty health care professionals. You also have the option of choosing a primary care provider located within the Lebanon VA Medical Center. There is a list of CBOC locations and contact information in the back of this guide.

Changing Your Preferred CBOC

You may change your preferred CBOC or provider at any time. Simply discuss your desired change with your primary care clerk or Health Administration Service (HAS) at ext. 5708. They will coordinate your request and make the change for you.

Making an Appointment

Unless it is an emergency, we ask that you make an appointment for your care.

HOW TO CONTACT US

The phone numbers for the Lebanon VA Medical Center are:

Local or long-distance 1-717-272-6621

Toll free 1-800-409-8771

The mailing address is:

VA Medical Center

1700 South Lincoln Avenue

Lebanon, PA 17042

Some important extensions:

Appointments: To schedule, cancel or change an appointment at Lebanon or any of the Community Based Outpatient Clinics – ext. **5105**

Telephone Care (also known as TLC or Telephone Liaison Care):

Speak with a nurse, 24 hours a day – ext. **6041**

- because you are sick
- have medical problems or questions
- have a question for your Primary Care Team
- need test results
- need a prescription renewed because you have no refills left.

Cancelling an Appointment - Please don't be a "No Show"

Help us to provide timely services. If you cannot keep your appointment, please notify us as soon as possible so we can schedule another appointment for you and use your appointment slot for another Veteran. To cancel an appointment, call the scheduling/cancellation line at ext. **5105**.

What to Expect at Your First Primary Care Appointment

Veterans who elect to obtain their primary care at a VA facility will be assigned to a primary care team. A Primary Care Team is comprised of physicians, physician assistants, nurse practitioners, nurses, and/or clerks at the Lebanon VA Medical Center or a CBOC. The first primary care visit will be scheduled at your convenience.

During Your First Visit You Will:

- Meet your assigned provider
- Have a physical examination
- Provide a complete medical history

The first primary care visit is an important one. This is the time for you to develop a relationship and get acquainted with members of your primary care team. Please bring along your own medical records from prior non-VA physicians.

Important items to remember for each Primary Care visit.

1. Write down everything you want to talk to the provider about since it is hard to remember questions when you have your appointment.
2. Make a list of your medications or bring them with you so that you and the provider understand what you are taking.
3. Ask questions about your condition and treatment so that you understand everything before you leave.

Women's Health

Because you are a valued Veteran, a special Women's Health Clinic was designed for you. It provides you with privacy, respect, and services that you deserve.

We offer preventive health screening including:

- Cholesterol, diabetes, high blood pressure, and colon cancer checks
- Pelvic exams and Pap smears
- Breast exams and mammography
- Osteoporosis screening
- Birth control, PMS treatment, and hormone replacement
- Education, counseling, and support, including any needed for sexual trauma or stress

Ask your provider for a referral.

If you have already been seen in the Women's Health Clinic and need a recheck, you can set up an appointment by calling the appointment line at: **1-717-272-6621 ext. 5105**
or **1-800-409-8771 ext. 5105**

Your Women's Health Coordinator is:

Elizabeth Miller, PA-C

Women Veteran Program Manager

1-717-272-6621, ext. 4870

or 1-800-409-8771, ext. 4870

Specialists

A specialist is a medical care provider who has advanced training in, or a practice limited to, a particular class of patients (such as women), of diseases (such as cancer), of body structure or function (such as eye or immune system), or of technique (such as surgery).

An appointment with a VA specialist can only be made by your VA primary care provider. If a non-VA provider tells you to see a specialist and you want to see a VA specialist, you must see your VA primary care provider first. The VA PCP will then make the appropriate referral.

Social Work Services

If you need help with personal problems, finances, housing, advance directives, or transportation, you may want to talk with a social worker. Your primary care provider, your specialty clinic doctor, your nurse, or the TLC nurse can refer you to a social worker.

You may also contact Social Work Service directly. Call **1-717-272-6621 ext. 4894**
or **1-800-409-8771 ext. 4894**

Dental Services

Outpatient Dental Treatment

This information is based on VA Health Care Fact Sheet 164-3, February 2008. The type of outpatient dental care a Veteran receives depends on benefits assigned by the Veterans Health Administration.

Eligibility:

Veterans can receive outpatient dental care if VA states they meet one of these conditions:

- Veterans who receive service-connected payments for a dental disability can receive any needed dental care.
- Veterans who were prisoners of war (POWs) and those who are 100% service-connected and cannot be employed can receive any needed dental care.
- Veterans who are applying for a VA vocational rehabilitation (VR) program can receive dental care if it is needed to enter a VR program. Veterans who are enrolled in a VR program can receive dental care in order to achieve goals of the VR program, prevent interruption of participation in a VR program, allow for a quicker return to a VR program, or if it helps them to get a job and be more independent.
- As of January 28, 2008, a person discharged from the military who is 0% service-connected for a dental condition can receive dental care if they served active duty for 90 days or more and if they apply for VA dental care within 180 days of leaving active duty. Under these two conditions, the Veteran can receive a one-time treatment if the dental problem was present at the time of discharge and if the Veteran's certificate of discharge does not state that the Veteran received necessary dental care within 90 days before discharge. This includes Veterans who re-entered military service within 90 days of a prior discharge.
- Those who are 0% service-connected for a dental condition or disability caused by combat wounds or service trauma can receive repeat care for the service-connected condition(s).
- Those who have a dental condition that makes another service-connected injury worse can receive dental care to correct the problem.
- Those with nonservice-connected dental problems who started receiving treatment while on inpatient status and need further treatment as an outpatient to resolve the problem can receive dental care.
- Those who have dental problems that complicate a medical condition currently under treatment can receive care.
- Veterans who are placed in a VA Homeless Program for 60 consecutive days or more can receive needed outpatient dental services.

Note: Veterans discharged between August 1, 2007, and January 27, 2008, can receive dental care by applying within 180 days of their discharge. If a Veteran was denied dental care and believes this was done in error, they can contact our local medical center Fee Basis office for review.

Outpatient Dental Emergency Treatment

If you have a dental emergency (pain, swelling, trauma) and do not know if you are eligible for VA dental services, please report to the Lebanon VA Emergency Department, **not** directly to the Dental Clinic. VA employees will inform you about the benefits you can receive. Patients who are not eligible for outpatient dental care benefits will, in most cases, have to pay for the treatment that is given. After emergency care is given, any follow-up care that is not an emergency is the responsibility of the Veteran.

For more information about VA medical and dental benefits, contact the Health Benefits Service Center at **1-877-222-8387** or **<http://www.va.gov/healtheligibility>**.

For more information on Outpatient Dental Benefits, contact Fee Basis at:
1-717-272-6621, ext. 4607 or 1-800-409-8771, ext. 4607

How to Receive Medical Attention

TLC – Telephone Liaison Care

This special, nurse-staffed VA program for Veterans enables you to contact a health care professional, 24 hours a day, 7 days a week. A nurse will ask questions so that they can understand your problem, and will give you advice about how to take care of yourself. The nurse may say that you should see your primary care provider or go to the emergency room. The nurse will notify your primary care provider about your call.

Call the TLC line at: **1-717-228-6041**, or **1-717-272-6621**, ext. **6041**,
or **1-800-409-8771**, ext. **6041**

EMERGENCY CARE

In a life-threatening emergency, call 911.

NEVER place yourself at risk in an effort to avoid being billed for medical treatment.

VA is financially responsible for outpatient and inpatient emergency services provided by a community hospital if the following criteria are met:

- The emergency treatment was for a service-connected disability
- The emergency treatment was for a non-service-connected disability and you have no other health care insurance coverage
- Treatment was for a life-threatening, emergent condition
- A VA facility was NOT available to you
- All VA forms for reimbursement were completed, signed and returned to VA upon request within the defined time limits

If the Veteran is receiving care at a non-VA facility, the Veteran, the Veteran's representative, or the treating facility must contact the nearest VA within 72 hours to arrange for transfer to VA care. A representative from the VA facility will then call the non-VA facility for information about the patient's status.

Please call the Office of Care Coordination so that your care can be coordinated and your transfer to a VA facility, if you so choose, can be arranged as soon as you are stabilized.

Call: **1-717-272-6621**, ext. **4884** or **4043**
or **1-800-409-8771**, ext. **4884** or **4043**

Home, Community and Long Term Care Programs

As a part of the VA Medical Benefits Package, VA provides services to help maintain a Veteran's care at home. Some services require financial assessment and a co-pay. A Veteran must be enrolled in Lebanon VA Medical Center Primary Care, meet VA established criteria and be referred for these services by the primary care provider. For information on the services listed below, please call 1-717-272-6621, ext. 4823, or 1-800-409-8771, ext. 4823.

Adult Day Health Care Program (ADHC)

VA provides services to Veterans in outpatient group settings in the community. These services help Veterans maintain their health and participate in rehabilitative activities. Services include:

- Socialization and recreational activities
- Escorted outings
- Medication monitoring
- Music therapy
- Pet therapy
- Behavior management
- Hot nutritious meals

Care Coordination Home Telehealth/Mental Health (CCHT)

Home Telehealth is for Veterans who have diabetes, chronic lung problems, chronic heart problems, high blood pressure issues, depression or PTSD. The program is designed to help you manage your disease and its symptoms, while remaining in the comfort of your home. VA staff work with you in monitoring your blood sugar, blood pressure, heart rate, weight, mood/stress, and/or oxygen levels with an in-home messaging device and/or video technology that operates through your telephone line. The CCHT staff works along with your Health Care Team to help you in the use of Home Telehealth technology. By closely monitoring you at home, Care Coordination can help prevent emergency room visits and hospitalizations.

Home, Community and Long Term Care Programs

Home Based Primary Care (HBPC)

Home Based Primary Care (HBPC) offers primary health care to an eligible Veteran in his or her home with the support of family or a caregiver. HBPC services include medical care, nursing care and education, physical rehabilitation, nutrition education and arrangement for nutritional support, social work services and psychology services. The staff can also evaluate the home for special handicapped equipment and accessibility needs. To be eligible, you must:

- Live within 30 – 40 minutes of the Lebanon VAMC or a CBOC (Community Based Outpatient Clinic)
- Have an identified caregiver, if needed
- Accept HBPC as your Primary Care Provider
- Have a home that is safe for yourself, your caregiver, and HBPC team members

Home Health Aid Program (HHA)

VA can help arrange for non-skilled personal care services to be provided in the home by staff from a community agency. Services include:

- Bathing
- Toileting
- Activities related to personal hygiene
- Assistance with grooming and dressing
- Assistance with transferring and walking
- Light meal preparation and light housekeeping

Respite Care

Respite Care is a program that allows a Veteran's unpaid caregiver to receive temporary, routine, or occasional relief from routine care-giving tasks. This support allows a caregiver to help a frail, chronically ill, or functionally impaired Veteran continue to live at home and to delay or prevent nursing home placement when that is the Veteran's desire, while allowing the caregiver time away from care tasks in order to be refreshed.

VA offers:

- in-home respite care, in which home health aides visit the home to provide care for the patient
- inpatient respite care, in which the patient is hospitalized for a set number of days

Home, Community and Long Term Care Programs

Skilled Home Health Care Services

A VA physician prescribes skilled home health services when this is medically necessary. The Lebanon VA Medical Center offers in-home services provided by qualified staff.

Services include:

- Skilled nursing
- Physical therapy
- Occupational therapy
- Speech therapy
- Social work services

Hospice Care

Hospice is a special kind of coordinated care designed to enhance the quality of life for patients in the final stages of a terminal condition. Physical, psychological, social, and spiritual care are provided by a team of caregivers that includes at least a physician, a registered nurse, a social worker, and a chaplain.

The goals of hospice care are to provide medical care and comfort in managing the patient's pain and distressing symptoms, and to preserve the potential for human growth at the end of life. This approach helps the patient to remain in control and make informed decisions as much as possible, thus improving the quality of the patient's remaining time. Meanwhile, counseling and sensitive support are provided as needed for the patient's family and significant others. Bereavement care is available to the family following the patient's death.

Hospice care is available on both an inpatient and an outpatient basis. Contact the TLC nurse at **1-717-272-6621 ext. 6041** or **1-800-409-8771 ext. 6041** for referral.

Geriatric Evaluation and Management (GEM) Outpatient Program

GEM is an outpatient consultative service that evaluates and assesses the needs of the geriatric patient having a complex medical history. The treatment team coordinates the medical, social and psychological needs of the Veteran and makes recommendations to the family and caregivers to more effectively care for them at home.

Home, Community and Long Term Care Programs

Community Living Center Care (CLC)

VA provides Community Living Center Services (more commonly known as nursing homes) to Veterans through national programs such as VA owned and operated CLCs, state Veterans' homes owned and operated by the states, and the community nursing home program. Each program has admission and eligibility criteria that is specific to the program.

VA owned and operated CLCs typically admit residents:

- Requiring short-term skilled care
- Having 70 percent or greater service connected disability
- Requiring care that is directly related to their service-connected disability

State Veterans' Home Program

State Veterans' homes are built with a portion of VA funds and are then operated with state and VA funding. Veterans are also responsible for paying for a portion of their care while they are staying in the state Veterans' home. State Veterans' homes accept all Veterans in need of long-term or short-term care. The specialized services offered at the state Veterans' homes will depend on the amount of funding that is available to the home.

Short Stay and Rehabilitative Care

Short Stay and Rehabilitative Care provides services including inpatient physical and occupational therapies for the medically complex Veteran patient who has a variety of diagnoses. The Veteran in this unit no longer requires acute care but has needs that cannot be met by Community Living Center care. An interdisciplinary approach to care emphasizes family/caregiver participation.

It is the policy of this medical center that whenever there is need for treatment and/or testing due to an acute illness, Short Stay Unit residents will be transferred to an appropriate acute care unit/facility. When such a transfer occurs, current policy allows for the Veteran's bed on the Short Stay Unit to be reserved (held) for up to 5 days. The Veteran will be able to return to the Short Stay Unit after a period of 5 days if a bed remains available.

Your healthcare team can put you in touch with Social Work services to help answer questions you might have about our bed hold policy.

Mental and Behavioral Health Services

The Behavioral Health and Sciences Care Line provides services for Veterans who have mental or behavioral health needs.

Inpatient and residential services include:

- Substance abuse residential rehabilitation treatment
- Inpatient psychiatry
- Psychosocial Residential Rehabilitation Treatment Program

A wide variety of outpatient services includes:

- Geriatric Psychiatry
- Memory disorder clinic
- Neuropsychology Services
- Psychiatric outpatient clinic
- Post Traumatic Stress Disorder Clinical Team (PCT)
- Other traditional psychiatry outpatient clinics for treatment of mood, anxiety, cognitive disorders, etc.
- Mental Health Intensive Case Management (MHICM)
- Treatment specific to OEF/OIF/OND Veterans and Veterans with Military Sexual Trauma
- Vocational rehabilitation
- Telepsychiatry
- Consultation & Liaison Psychiatry

Treatment options include:

- Medication management
- Individual therapy, including evidence-based psychotherapy
- Group therapy, including dialectical behavior, Women's Health, OEF/OIF/OND, PTSD, depression, substance abuse, etc.
- Couples therapy
- Family therapy with adult family members

Contact your primary care provider for a referral if you wish to use any mental or behavioral health services.

Mental and Behavioral Health Services

Military Sexual Trauma

For services related to military sexual trauma, contact Christine Cooper, Ph.D., at: **1-717-272-6621**, ext. **5436** or **1-800-409-8771**, ext. **5436**.

National Suicide Crisis Line

The National Suicide Crisis Line has been enhanced to provide a new service for Veterans in crisis. Veterans will be connected immediately to a VA suicide prevention and mental health service professional by calling:

1-800-273-TALK (8255) and pressing **1**. You can call for yourself or someone you care about. Your call is free and will remain confidential.

Vocational and Residential Rehabilitation Program

This program helps Veterans address their vocational, housing and therapeutic needs. Therapeutic work programs such as Incentive Therapy (IT) and Compensated Work Therapy/Transitional Work Experience (CWT/TWE) provide basic work skills and income to assist Veterans in returning to competitive employment. Compensated Work Therapy/Supported Employment (CWT/SE) offers Veterans with a psychiatric diagnosis assistance in seeking and maintaining employment. Long-term follow-up and assistance with employment issues are also provided.

There are residential opportunities for Veterans participating in CWT. The Community Re-Entry Unit (CRU) is a 17-bed hospital-based residence that provides treatment and rehabilitation in a stable supervised recovery environment. Veterans work in Vocational Rehabilitation during the day and attend therapeutic groups and activities in the evening and on weekends. Veterans with mental illness, addiction, homelessness and other psychosocial issues learn ways to reintegrate into community living.

Transitional Residences (TR) are also available for Veterans whose rehabilitative focus is based on CWT and transitioning to successful independent community living. Ongoing support is provided for Veterans as they address independent living skills, develop community support systems and prepare for competitive employment.

Special Benefits and Programs

Visual Impairment Services and Outpatient Rehabilitation Program (VISOR)

Vision rehabilitation staff will assist Veterans who have needs related to the beginning stages of sight loss through the more complex issues of total blindness. The team provides identification of vision issues, assessment, rehabilitation, and follow-up care for visually impaired or legally blind Veterans.

Vision Impaired Veterans who are enrolled may receive:

- Admission to a VA vision impaired rehabilitation center
- Total health benefits review
- Training in adjustment to vision loss
- Low vision aids and training in their use
- Electronic and mechanical aids for the blind
- Computers and reading machines
- Guide dogs, including cost of training to use the dog
- Talking books, tapes and Braille literature

My HealtheVet

<http://www.myhealth.va.gov> is a web site designed for Veterans and their families to help them understand and manage their health care. It helps Veterans work better with their health care providers to achieve the best possible health care. Users can search an online library of trusted consumer health information, have limited access to their VA health record and can create their own self-entered personal health records. The web site also provides information about VA benefits, services, news, and events.

For additional information or questions, contact:

Jan Falk
My HealtheVet Coordinator
1-717-272-6621, ext. 5737
or 1-800-409-8771, ext. 5737

Organ Donation

VA participates in the organ donation program. For more information, contact a member of your primary care team.

Special Benefits and Programs

Traumatic Brain Injury (TBI)

TBI and Polytrauma Teams specialize in the evaluation of Veterans who suffered a head injury or life-threatening event. To devise a plan of care, you will be evaluated by a psychologist, physiatrist (rehabilitation physician), neuropsychiatrist, speech-language pathologist, physical therapist, occupational therapist, registered nurse, and social worker. All team members coordinate care and case management. Your provider can refer you for an evaluation.

Spinal Cord Injury and Disabilities (SCI/D) Team

The SCI/D Team supports, promotes, and maintains the health, independence, and quality of life of Veterans with spinal cord injuries or conditions. A yearly evaluation is performed for you by a team of VA practitioners trained in spinal cord conditions that consists of a neurologist, physiatrist, primary care physician, social worker (the SCI coordinator), and a registered nurse. Ask your provider for a referral.

Medical Equipment and Sensory Aids

Veterans receiving VA care for any condition will receive the medical equipment or in-home care that they are prescribed by a VA physician. This may include:

- Prosthetic appliances
- In-home respiratory care
- Artificial limbs
- Orthopedic braces and shoes
- Wheelchairs
- Electric scooters
- Crutches, canes or walkers

Special Benefits and Programs

Medical Equipment and Sensory Aids (Continued)

VA provides hearing aids and eyeglasses to:

- Those with any compensable service-connected disability.
- Those who are former prisoners of war (POWs).
- Those who were awarded a Purple Heart.
- Those in receipt of benefits under Title 38 United States Code (U.S.C.) 1151.
- Those in receipt of an increased pension based on being permanently Housebound and in need of regular Aid and Attendance.
- Those with vision or hearing impairment resulting from diseases or the existence of another medical condition for which the Veteran is receiving care or services from VA, or which resulted from treatment of that medical condition.
- Those with significant functional or cognitive impairment evidenced by deficiencies in the ability to perform activities of daily living.
- Those who have vision and/or hearing impairment severe enough that it interferes with their ability to participate actively in their own medical treatment and to reduce the impact of dual sensory impairment (combined hearing and vision loss).
- Those Veterans who have service-connected vision disabilities rated zero percent or service-connected hearing disabilities rated zero percent. Hearing aids are to be provided only as needed for the service-connected hearing disability.

MOVE!® Weight Management Program for Veterans

Maintaining a healthy weight is also a part of maintaining good health. If you are struggling with maintaining a healthy weight, the MOVE! program might be for you. This program is designed to help you lose weight and keep it off, while learning to live a healthier lifestyle. Visits are co-pay exempt, and as a participant, you may enjoy the use of the VA Wellness Center and swimming pool to help you meet your weight loss goals, free of charge. For more information, ask your provider about filling out the MOVE! 23 Questionnaire, or call to learn if you are eligible to participate.

For additional information or questions, contact:

MOVE! Program
1-717-272-6621, ext. 4381
or 1-800-409-8771, ext. 4381

Special Benefits and Programs

Special Registry Programs

Certain Veterans may participate in a VA health registry and receive free medical examinations, in addition to laboratory and other types of testing that a VA provider feels are needed to provide care. To participate in the health registry, contact your nearest VA facility or visit: <http://www.va.gov/environagents/>

Registries Include:

Gulf War Registries: For Veterans who served in the Gulf War and Operation Iraqi Freedom (OIF).

Depleted Uranium Registries: VA has two registries for Veterans who may have been exposed to depleted uranium. The first is for Veterans who served in the Gulf War, including Operation Iraqi Freedom. The second is for Veterans who served in other combat areas including Bosnia and Afghanistan.

Agent Orange Registry: For Veterans who may have been exposed to dioxin or other harmful chemicals used as weed killers during their military service in Vietnam or Korea.

Ionizing Radiation Registry: For Veterans who may have been exposed to atomic radiation during certain times and locations of service in the United States or overseas.

Travel Benefits/Transportation Services

Travel Benefits

You may be eligible for VA travel benefits for the cost of traveling to and from VA appointments if any of the following conditions are met.

1. You have a service-connected rating of 30 percent or greater
2. You are traveling for treatment for a service-connected illness
3. You receive a VA pension
4. Your income is not greater than the maximum annual VA pension rate
5. You are traveling for a scheduled Compensation and Pension examination
6. You are enrolled in an official Vocational Rehabilitation Program

(Please Note: you may need to pay a deductible.)

You may qualify for a special form of transportation such as an ambulance or wheelchair van if:

- Your medical condition requires you to travel in an ambulance or specially equipped van
- You fall under the category of 1-4 above
- Permission is granted before travel

(Please Note: Permission is not required in a life-threatening emergency.)

VA only pays to the closest facility that offers the care nearest to the Veteran's residence.

(Please Note: OEF/OIF/OND Combat Veterans must fall under one of the categories as noted above.)

Other Transportation Services

- The Disabled American Veterans (DAV) organization provides the services of a transportation coordinator. If a veteran has no way to get to a VA facility for treatment, the coordinator will work with volunteers and organizations to try to provide the needed transport. The DAV transportation coordinator can be reached at **1-717-272-6621**, ext. **4596**, or **1-800-409-8771**, ext. **4596**.
- There is bus service between the Lebanon VA Medical Center and downtown Lebanon every 60 minutes. To see the schedule, visit the Information Desk in the lobby of Building 17. For more information, call LT (Lebanon Transit) at **1-717-273-3058**, 7:30 AM-2:30 PM, or visit www.lebanontransit.org.
- All of the CBOCs are also served by their local community bus lines or other public transportation.

Non-VA Facility-Provided (Fee Basis) Care

If the care that you need is routine and not available within VA, your VA primary care provider may refer you to services that are outside VA. Authorization must be granted for most non-VA fee basis care before it is received. If authorization is granted for non-VA care, you will receive a letter that explains the care that you are authorized to receive at VA's expense, as well as the amount of time approved to receive that care. If you do not receive your authorized care in the time allowed, or if you receive care that has NOT been authorized, you will assume financial responsibility. If you are required to make co-payments for VA care based on your priority group, then you will have to pay the same co-payment for non-VA care.

Authorization Decisions are based on eligibility criteria, medical necessity, and availability of the service within the VA Healthcare System. A Veteran may always submit a claim to be considered for reimbursement. The guidelines in the chart below will assist you in submitting your claims.

If the Care Is	If the Service Is	Submit Claim Within
Pre-Authorized	Inpatient or outpatient	30 days of outpatient care or discharge from inpatient care
Unauthorized for a service-connected condition	Emergency medical, outpatient or inpatient for service-connected condition	As soon as possible, but no later than 2 years from date of service
Unauthorized for a non-service connected condition	Emergency medical, outpatient or inpatient for non-service-connected condition	90 days from determination that patient has no other form of health care insurance. It must be determined that the Veteran is solely responsible for health care costs.

After you receive your letter of authorization, contact the Office of Care Coordination (below).

Office of Care Coordination (OCC)

Outpatient Care & Services: Please call the Office of Care Coordination to confirm authorization and to provide information as to where you will be receiving treatment.

Call: **1-717-272-6621**, ext. **4607, 4906 or 6100**
or **1-800-409-8771**, ext. **4607, 4906 or 6100**

Inpatient Care: Please call the Office of Care Coordination so that your care can be coordinated and your transfer to a VA facility, if you so choose, can be arranged as soon as you are stabilized.

Call: **1-717-272-6621**, ext. **4884 or 4043**
or **1-800-409-8771**, ext. **4884 or 4043**

Concerns

You are encouraged/expected to seek help from your treatment team and/or the Patient Advocate if you have concerns. You will be given understandable information about the complaint process. You may express your concerns verbally or in writing, without fear of retaliation.

Patient Advocate

The Lebanon VA Medical Center seeks to treat our patients with fairness and concern, recognizing their needs and satisfying them to the fullest extent possible. The Patient Advocacy Office was established for you, the patient. If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, you may call the Patient Advocate for further assistance at **1-717-272-6621**, ext. **5918** or **1-800-409-8771**, ext. **5918**.

Confidentiality

The health care and financial information included in your VA records will remain confidential.

Release of Information (ROI)

You may request a copy of your medical information for yourself or someone else that you choose. You must sign a consent form that will allow VA to release this information.

The ROI office can also assist you with the following:

- Obtaining your DD214
- Having a non-VA form completed by your provider
- Requesting documents through the Freedom of Information Act (FOIA)

For more information about the release of records, contact the ROI office at: **1-717-272-6621**, ext. **6075** or **1-800-409-8771**, ext. **6075**.

Health Education

Your providers will teach you about your particular condition, treatments, and medications. To learn more about healthy living, medical tests, diagnoses, diseases, treatments, medicines, and prevention of illness, you can also visit or call the Patient Education Resource Center (PERC) on the 4th floor of Building 17 at the Lebanon VA Medical Center. Films are available for viewing in the PERC as well as in many different areas of the medical center and clinics.

For help by phone, call **1-717-272-6621** or **1-800-409-8771** and ask for either of the following:

- Patient Education Resource Center (in Building 17, Room 491) - ext. **5356**
- Medical Library (in Building 22 on the 3rd floor) - ext. **4746**

Classes and support groups are available to help patients and families with issues such as smoking cessation, weight management, diabetes, pain, cancer, COPD, Alzheimer's Disease, and more. Ask the nurse on your Primary Care team for more information.

Important Telephone Numbers

Lebanon VA Medical Center: Commercial 1-717-272-6621

Toll-Free 1-800-409-8771

Benefits Counselor extension 6088

Billing and Co-pay extension 4499/4041

DAV Transportation Coordinator extension 4596

Military Sexual Trauma extension 5436

My HealthVet extension 5737

OEF/OIF/OND extension 5694/5596/4774

Pharmacist extension 6009/6010

Prescription Refill extension 5991

Release of Information extension 6075

Scheduling/Cancelling Appointments extension 5105

Telephone Liaison Care (TLC) extension 6041

Benefits-VA Regional Office, Philadelphia 1-800-827-1000

COLT (County of Lebanon Transit Authority) 717-272-3058

Emergency 911

Health Benefits Service VHA National Hotline 1-877-222-8387

Suicide Hotline 1-800-273-TALK (8255)

Vet Center, Harrisburg 717-782-3954

Vet Center, Lancaster 717-283-0735

Fax Numbers

Lebanon VA Medical Center Primary Care Teams

You may sometimes need to fax information to your Primary Care Team at the Lebanon VA Medical Center. The fax numbers for those teams are:

Aqua Team 1-717-228-6156

Blue Team 1-717-228-6031

Burgundy Team 1-717-228-6067

Green Team 1-717-228-6031

Purple Team 1-717-228-6156

Red Team 1-717-228-6031

Rose Team 1-717-228-6156

Silver Team 1-717-228-6031

Veterans Canteen Service (VCS)

Retail Store, Food Court, Vending

The Canteen on the first floor of Building 17 consists of a retail store, cafeteria, and vending machines.

Hours

Cafeteria: Monday – Friday, 7:00 a.m. to 4:00 p.m.

Retail Store: Monday – Friday, 7:00 a.m. to 4:00 p.m.
Saturday, 9:00 a.m. to 2:00 p.m.

Vending Area: 7 days a week, 24 hours a day

Vending Areas locations:

- Building 1, Ground Floor and 4th Floor
- Building 17, 1st Floor
- Building 18, 3rd Floor and outside Smoking Shelter
- Building 19, 1st Floor
- Building 22, 2nd Floor
- Building 23
- Building 24

Barber Service: Monday – Friday, 7:30 a.m. to 2:00 p.m.
Call for availability at ext. 4591.

Barber Shop is located in Building 23.

Community Based Outpatient Clinics (CBOCs)



Berks VA Outpatient Clinic

c/o St. Joseph's Medical Center Community Campus
145 North 6th Street, 4th floor
Reading, PA 19601
Voice: 610-208-4717
Fax: 610-208-4718



Camp Hill VA Outpatient Clinic

25 North 32nd Street
Camp Hill, PA 17011
Voice: 717-730-9782
Fax: 717-730-9854



Frackville VA Outpatient Clinic

c/o Good Samaritan Health Center North- VA Clinic
10 East Spruce Street
Frackville, PA 17931
Voice: 570-874-4289
Fax: 570-874-1228



Lancaster VA Outpatient Clinic

1861 Charter Lane, Suite 118
Lancaster, PA 17601
Voice: 717-290-6900
Fax: 717-290-1104



Pottsville VA Outpatient Clinic

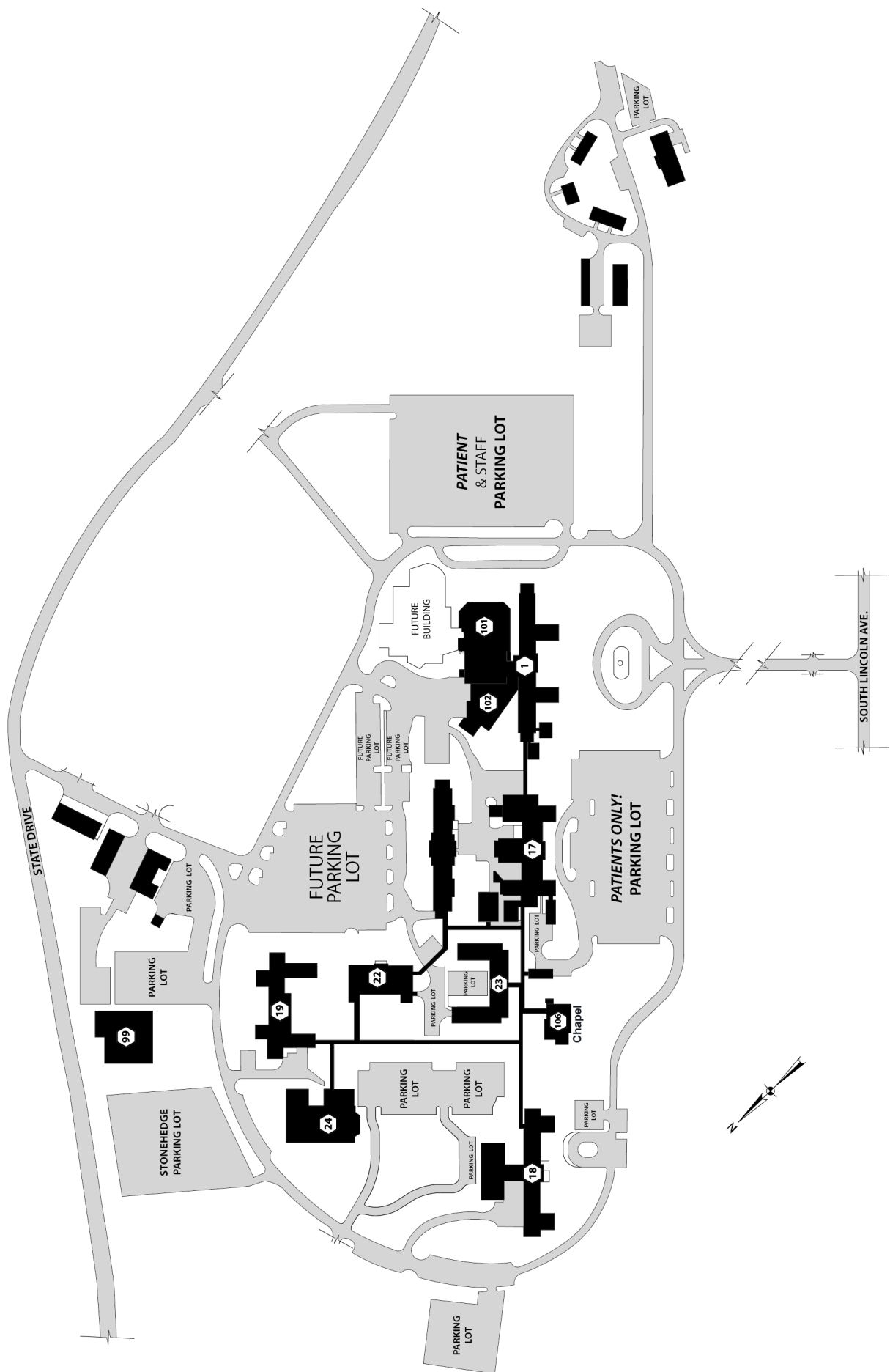
c/o Good Samaritan Hospital
700 Schuylkill Manor Road, Suite 6
Pottsville, PA 17901
Voice: 570-621-4115
Fax: 570-621-4473



York VA Outpatient Clinic

2251 Eastern Blvd.
York, PA 17403
Voice: 717-840-2730
Fax: 717-840-2740

Lebanon VA Medical Center Campus Site Map



Notes:



**Department of
Veterans Affairs**



**LEBANON VA
MEDICAL CENTER**

1700 South Lincoln Avenue

Lebanon, PA 17042

(717) 272-6621 or 1 (800) 409-8771